

# Akash Magar

Dedicated LMS Administrator with over 2.10 years of experience in providing technical assistance and customer support for LMS projects. Proven expertise in troubleshooting, user training, and collaborating with cross-functional teams to enhance educational technologies.

## PROFESSIONAL EXPERIENCE

### LMS Administrator

**Cognizant Technology - February 2022 – April 2024**

1. Managed and oversaw the Learning Management System (LMS) software platform for online learning, training, and development.
2. Simplified user support by assisting learners with technical issues and routine help requests such as password resets and course functionality.
3. Prepared design-level, program-level, and user-level documentation.
4. Directed system development, project management, process improvement, and provided roadmap guidance.

### Teaching Assistant

**Zeal Institute of Engineering - January 2021 - July 2021**

1. Managed a class of over 20 students, assisting with daily activities and educational support.
2. Analyzed, reviewed, registered, and scheduled training programs in the PCB lab.

## PERSONAL PROJECTS

### ShopLane Web App

Developed a dynamic e-commerce web application featuring product rendering from GET API, add-to-cart functionality, and checkout page order placement via POST API.

Website: <https://akashmagar703.github.io/JsShopLane/>

### To-Do App

Created a task management application with functionalities to add, edit, update, and delete to-do items.

Website: [https://akashmagar703.github.io/ToDo\\_Web\\_App/](https://akashmagar703.github.io/ToDo_Web_App/)

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<https://www.linkedin.com/in/akash-magar-15-july/>

**GitHub:**

<https://github.com/akashmagar703>

## SKILLS

LMS Administration  
Troubleshooting  
Technical Support  
IT Support  
Service Now  
Ticketing Tool  
JavaScript  
HTML5  
CSS3

## EDUCATION

**Master of Engineering (VLSI & Embedded System)**

Zeal Institute of Engineering  
(2020-2022)

**Bachelor of Engineering  
(Electronic & Telecommunication)**

Deogiri Institute of Engineering  
(2017-2020)

## CERTIFICATION

1. Certified HTML, CSS & JavaScript for Web Developer Program in Johns Hopkins University, Coursera – 2021
2. Certified ServiceNow Certified Application Developer – 2024